



Agenda

Regular Meeting of the Human
Services Committee
April 21, 2026 at 3:00 PM
[Meeting Virtually](#)

Procedures for Human Services Committee Meeting

1. Call to Order
2. Roll Call
3. Approval of Agenda
 - a. Approval of 4/21 Agenda
4. Approval of Minutes
 - a. Approval of 2/17 Minutes
5. Presentations
 - a. Human Services Committee New Member Introductions
 - b. Transit Presentation (Andrew J. Baca, Santa Fe Trails Director of Operations)
 - c. Domestic Violence and Intimate Partner Violence updates (Leila Kelly, Interpersonal Violence Consultant and Sandra Emory, City of Santa Fe Youth and Family Services Program Manager)
 - d. Esperanza Shelter updates from follow-up meeting
 - e. Grantee funding expenditure updates (Christa Hernandez, Youth and Family Services Program Manager)
6. Action Items
 - a. Human Services Committee Small Grant RFQ
7. Matters from Staff
 - a. Member Vacancy
8. Matters from the Committee

9. Matters from the Chair
10. Next Meeting: June 16, 2026
11. Adjourn

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6521, five (5) working days prior to meeting date.

Regular Meeting of the Human Services Committee
February 17, 2026 at 3:00 PM
Meeting Virtually
MINUTES

1. Call to Order

The meeting was called to order at 3:02 PM, on Tuesday, February 17, 2026.

2. Roll Call

MEMBERS PRESENT

Karen Baldwin
Emily Haozous
Jennifer Romero
Jeff Valdez

MEMBERS EXCUSED

Kathleen Tunney

OTHER PARTICIPANTS ATTENDING

Christa Hernandez, Program Manager & HSC Staff Liaison, City of Santa Fe
Nikki Baker, Project Administrator, City of Santa Fe
Natalie Aspen Skogerboe, Owner and Director, Aspen Solutions
Ana Coghlan, PhD, Senior Program Evaluator, Aspen Solutions

3. Approval of Agenda

- a. Approval of 2/17 agenda

MOTION A motion was made by Member Romero, seconded by Member Haozous, to approve the agenda as presented.

VOTE The motion Passed on a voice vote.

4. Approval of Minutes

- a. Approval of 12/16 minutes

MOTION A motion was made by Member Haozous, seconded by Member Romero, to approve the minutes.

VOTE The motion Passed on a voice vote.

5. Presentations

- a. Senate Bill 3 update (Jennifer Romero, Santa Fe County Community Services Deputy Director)

Jennifer Romero discussed Senate Bill 3 and reviewed resources available in the [Behavioral Health Reform](#) section of the Santa Fe County website.

- b. Mid-year grantee updates (Natalie Skogerboe and Ana Coghlan, Aspen Solutions)

Natalie Skogerboe and Ana Coghlan of Aspen Solutions shared their mid-year report and discussed feedback from grantees with the committee.

- c. Grantee funding expenditure updates (Christa Hernandez, Youth and Family Services Program Manager)

Christa Hernandez, Program Manager for the City of Santa Fe and Staff Liaison to the Human Services Committee, presented current grantee expenditures. An invoicing reminder email will go out to grantees in March.

6. Action Items

- a. Human Services Committee new member recommendations

The committee reviewed interview feedback and recommended the two candidates be appointed as members.

MOTION A motion was made by Member Valdez, seconded by Member Haozous, to approve the committee's recommendations for membership.

VOTE The motion Passed on a voice vote.

- b. Human Services Committee chair appointment

MOTION A motion was made by Member Romero, seconded by Member Valdez, to approve the appointment of Emily Haozous as Vice-Chair and Karen Baldwin as Chair of the Human Services committee.

VOTE The motion Passed on a voice vote.

- c. Human Services Committee vice chair appointment

MOTION A motion was made by Member Romero, seconded by Member Valdez, to approve the appointment of Emily Haozous as Vice-Chair and Karen Baldwin as Chair of the Human Services committee.

VOTE The motion Passed on a voice vote.

7. Discussion Items

Member Emily Haozous requested to discuss what resources are available for emergency housing after hours. The committee identified this as a gap in local service offerings.

8. Matters from Staff

- a. Introduction of new Project Administrator

Christa Hernandez introduced Nikki Baker, Project Administrator, to the team. Nikki will be assisting Christa in her duties related to CONNECT and the Human Services Committee.

b. Esperanza Shelter update

The Human Services Committee will draft and send a certified letter through mail to Esperanza Shelter to request an operations update on the status of the contract, deliverables, and 501c3 status. Christa Hernandez will coordinate with members to determine a date and time for a follow up site visit to Esperanza Shelter this Spring.

9. Matters from the Committee

No matters of the committee were brought forward.

10. Matters from the Chair

No matters of the Chair were brought forward.

11. Next Meeting: April 21, 2026

12. Adjourn

MOTION A motion was made by Romero, seconded by Valdez, to Adjourn.

VOTE The motion Passed on a voice vote.

Christa Hernandez

Liaison

Chair

CITY^{OF} SANTA FE

Land of Enchantment, Land of Opportunity

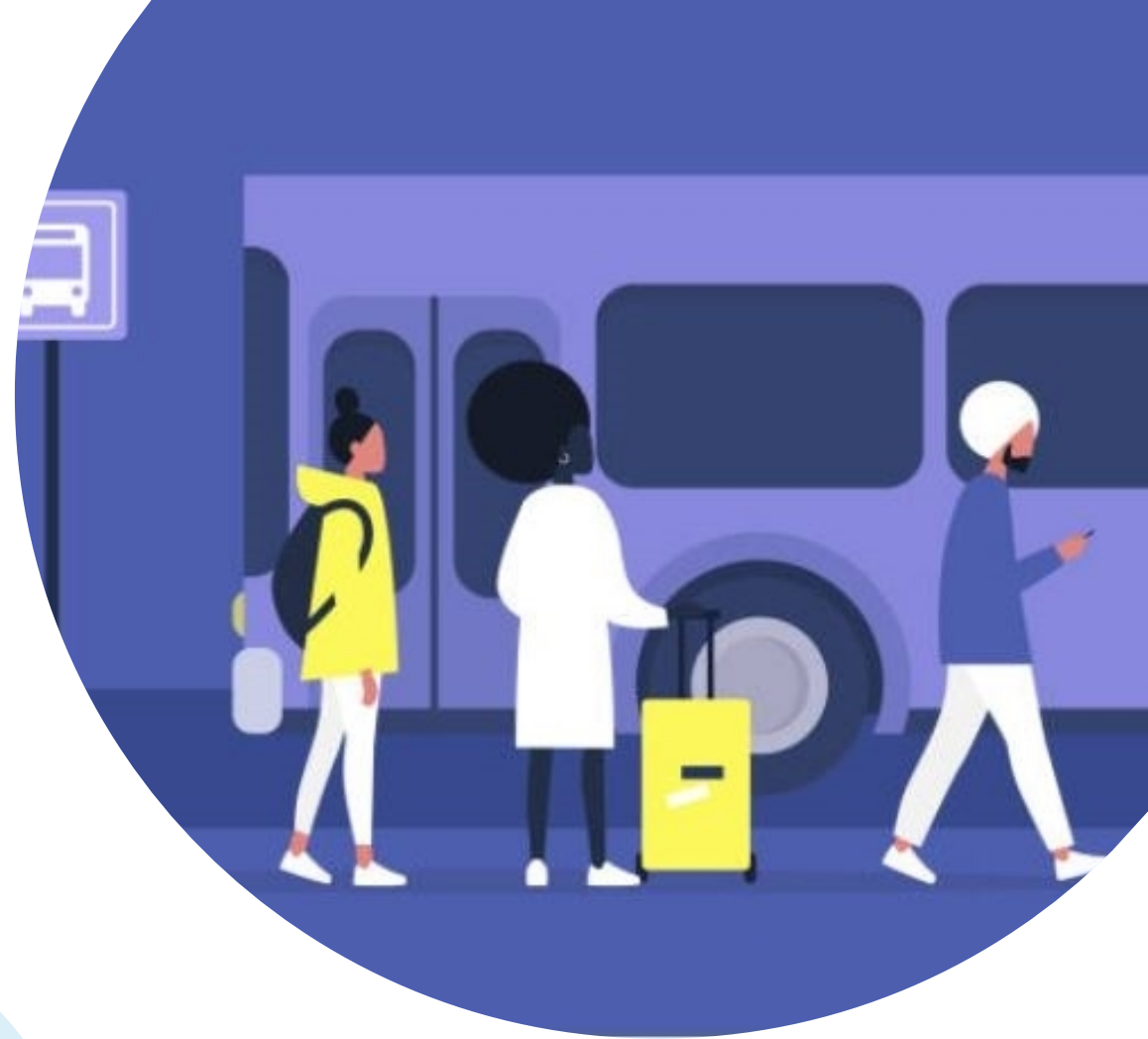


OVERVIEW OF SERVICES PROVIDED

Santa Fe Trails Transit Fixed Route* & Para-Transit services strive to provide access to the Greater Santa Fe area.

Transit's goals include:

- Ensure seamless connectivity and integration of service modes with other systems
- Ensure connectivity with bicycle and pedestrian modes
- Environmental justice
- Preparing for future growth
- Economic development, affordable housing and transit-oriented development
- Review and make recommendations for each route
- Infrastructure needs
- Coordinated marketing efforts
- Coordinate w/ other Depts. to draft and update existing plans
- Assess technology, review compatibility and recommend investments
- Coordinated operations planning
- Review fare policies
- Provide for extensive outreach
- Highlight successes in transit in the Santa Fe Metropolitan Planning Area



SANTA FE RIDE PARA-TRANSIT SERVICES

Enroll in Santa Fe Ride Program Today

- ❖ ADA & Senior Transportation
- ❖ Easy Enrollment
- ❖ Curb2Curb Pick-Up/Drop-Off
- ❖ Fast & Friendly Service
- ❖ Weekend Services Available

VETERANS RIDE FREE!



[HTTPS://SANTAFENM.GOV/PUBLIC-WORKS/TRANSIT/SANTA-FE-RIDE](https://santafenm.gov/public-works/transit/santa-fe-ride)

PROVIDING COMMUNITY ACCESS

Trip Planning

Santa Fe Ride Para-Transit is the leading transportation provider for the City of Santa Fe's ADA and 60+ aged citizenship. Placing priority on timely and customer service oriented trips. Santa Fe Trails Para-Transit service provides a variety of trip planning options:

Scheduled Trips:

Schedule a ride as far as two weeks in advance with our curb to curb services to a location within the city limits.

Subscription Trips:

Enroll in reoccurring transportation for your repeat appointments or events to the same pick up/drop off location.

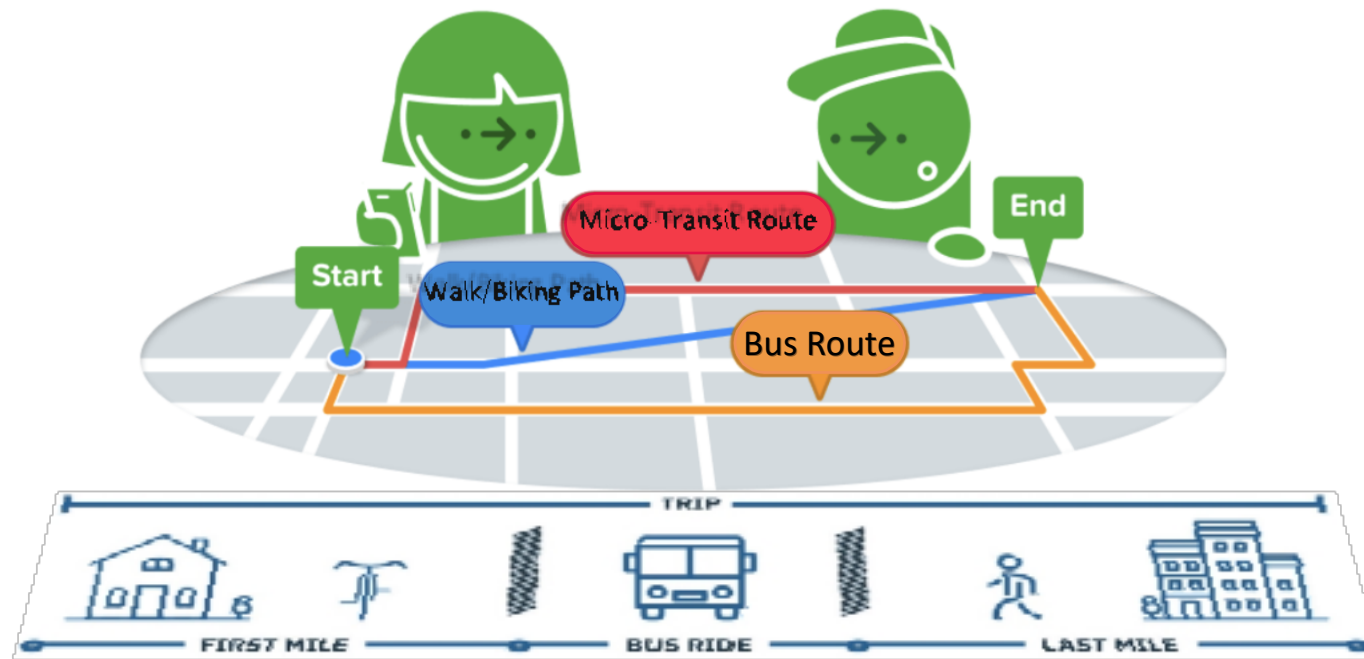
On-Demand Service:

Schedule a same day trip request with our On-Demand Services.
(When demand of service allows. Not Guaranteed)



Must be enrolled to request rides. Pay Rates per ride depending on enrollment and eligibility. Some exclusions apply. ADA rights & regulations imposed.





Creating Connections

- Created an On-Demand program for low ridership routes utilizing resources on hand;
- Developed a COVID transportation shuttle to help alleviate the overwhelming emergency service requests; which was later developed into a partnership with Consuelo's Place for indigent/ behavior service transportation;
- Coordinated with Emergency Management Department to establish a Transit exclusive Text/Email communication through our ALERT SANTA FE to provide passengers with real-time route updates.
- Established Social Media on various platforms to provide real time updates to users.



SCAN ME



FOR REAL TIME TRANSIT UPDATES:
Text the word "SFBUS" to 672-83
texto con la palabra "AUTOBUS" al 672-83

ALERT
Santa Fe



santafetrailstransit
Santa Fe Trails Transit



Santa Fe Trails-Transit

1.7K followers • 4 following



HELPING TO IMPROVE COMMUNITY HEALTH

Santa Fe Trails Transit Fixed Route Methodically provides access to some of the following key locations:

- **RT 2** – St. Anne’s, St. Elizabeth, Healthcare for the Homeless, Youth Works, Interfaith Community shelter, NM coalition to End homelessness, Sand & River Cohousing, Aging & Long Term Service Department, Esperanza Shelter Inc., Life Link, Pete’s Place homeless Resource, Villa Consuelo Senior Center;
- **RT 4** –Senior Living Facility, Millennium Treatment Center, Vista Hermosa Living Care Center, Kingston Residence of Santa Fe; Social Security Department
- **RT 26** – Humans Service Department, Presbyterian Hospital, St. Vincent's Urgent Care, Santa Fe Police Department, Department of Public Safety, Team Builders Behavior Health Clinic, Santa Fe Recovery Center, New Mexico Women’s Foundation & Center
- **RT 24** – State Medical Services Department
- **RT 1** – Youth Shelter & Family Service Department, Bee Hive Homes & assisted Living;
- **OD SERVICES** – All medical facilities surrounding Hospital Drive, Bienvenidos Outreach Inc., etc.;





A National
Transportation
Research
Nonprofit

CITY OF SANTA FE
Land of Enchantment, Land of Opportunity



[TRIPNET.ORG](https://tripnet.org)

<https://tripnet.org/reports/trip-new-mexico-transportation-by-the-numbers-state-news-release-02-15-2023/>

New Mexico's population grew to approximately 2.1 million residents in 2022, a 16 percent increase since 2000.² New Mexico had approximately 1.5 million licensed drivers in 2020.³ 22.8 billion miles traveled annually to approximately 27.8 billion miles traveled annually.⁴ Due to the COVID-19 pandemic, vehicle travel in New Mexico dropped by as much as 41 percent in April 2020 (as compared to vehicle travel during April 2019). By 2021, vehicle miles of travel (VMT) in New Mexico had rebounded to two percent below pre-pandemic levels in 2019.⁵

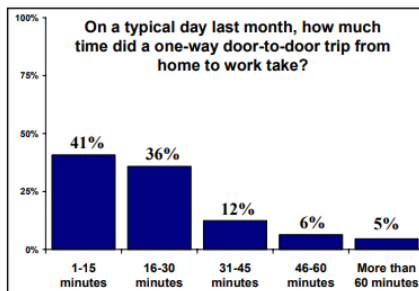
From 2000 to 2021, New Mexico's gross domestic product (GDP), a measure of the state's economic output, increased by 33 percent, when adjusted for inflation.⁶ U.S. GDP increased 48 percent during the same period.⁷

Chart 10. Annual hours lost to congestion and congestion costs per driver. <https://apps.bea.gov/itable/iTable.cfm?ReqID=70&step=1#reqid=70&step=1&isuri=1>

Location	Hours Lost to Congestion	Annual Cost Per Driver	Gallons of Fuel Wasted Per Driver
Santa Fe	27	\$722	14

From Home to Work, the Average Commute is 26.4 Minutes

The average commuter spends about 26 minutes on a one-way trip to work, according to the Bureau of Transportation Statistics (BTS) *Omnibus Household Survey*. About three out of four commuters report spending 30 minutes or less on their daily one-way commute to work while about 5 percent report a one-way commute of more than an hour.



Source: US Department of Transportation, Bureau of Transportation Statistics, *Omnibus Household Survey*. Aggregated data cover activities for the month prior to the survey.

DATA USA: Santa Fe, NM

Commute Time

19.7 minutes

AVERAGE TRAVEL TIME

Using averages, employees in Santa Fe, NM have a shorter commute time (19.7 minutes) than the normal US worker (26.9 minutes). Additionally, 1.02% of the workforce in Santa Fe, NM have "super commutes" in excess of 90 minutes.

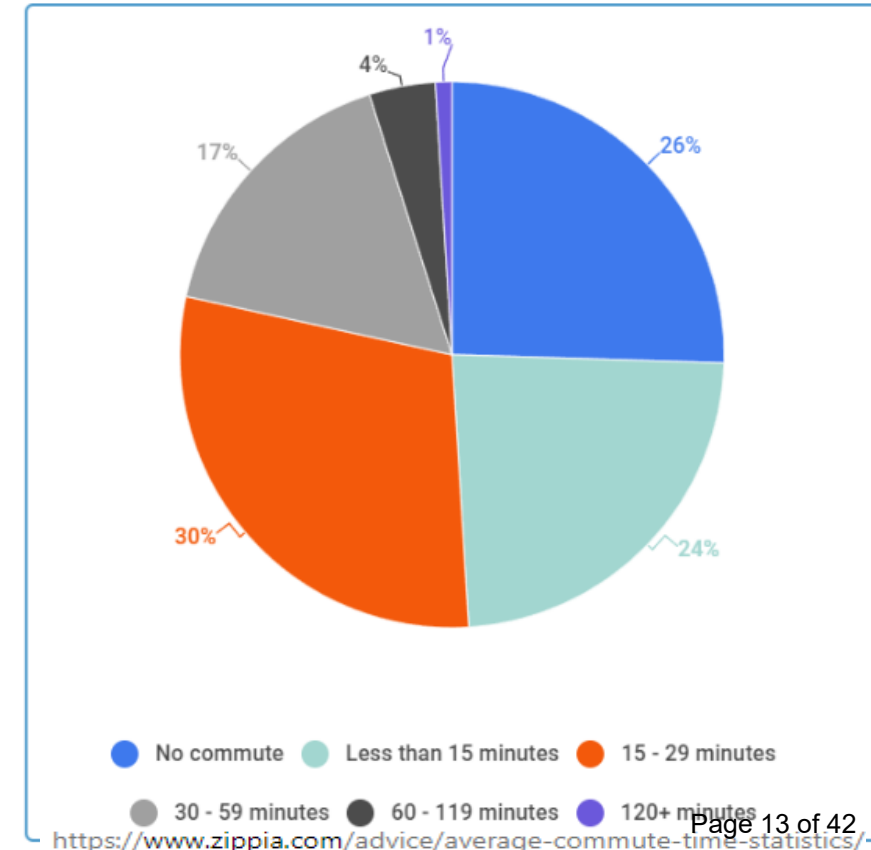
The chart below shows how the median household income in Santa Fe, NM compares to that of its neighboring and parent geographies.

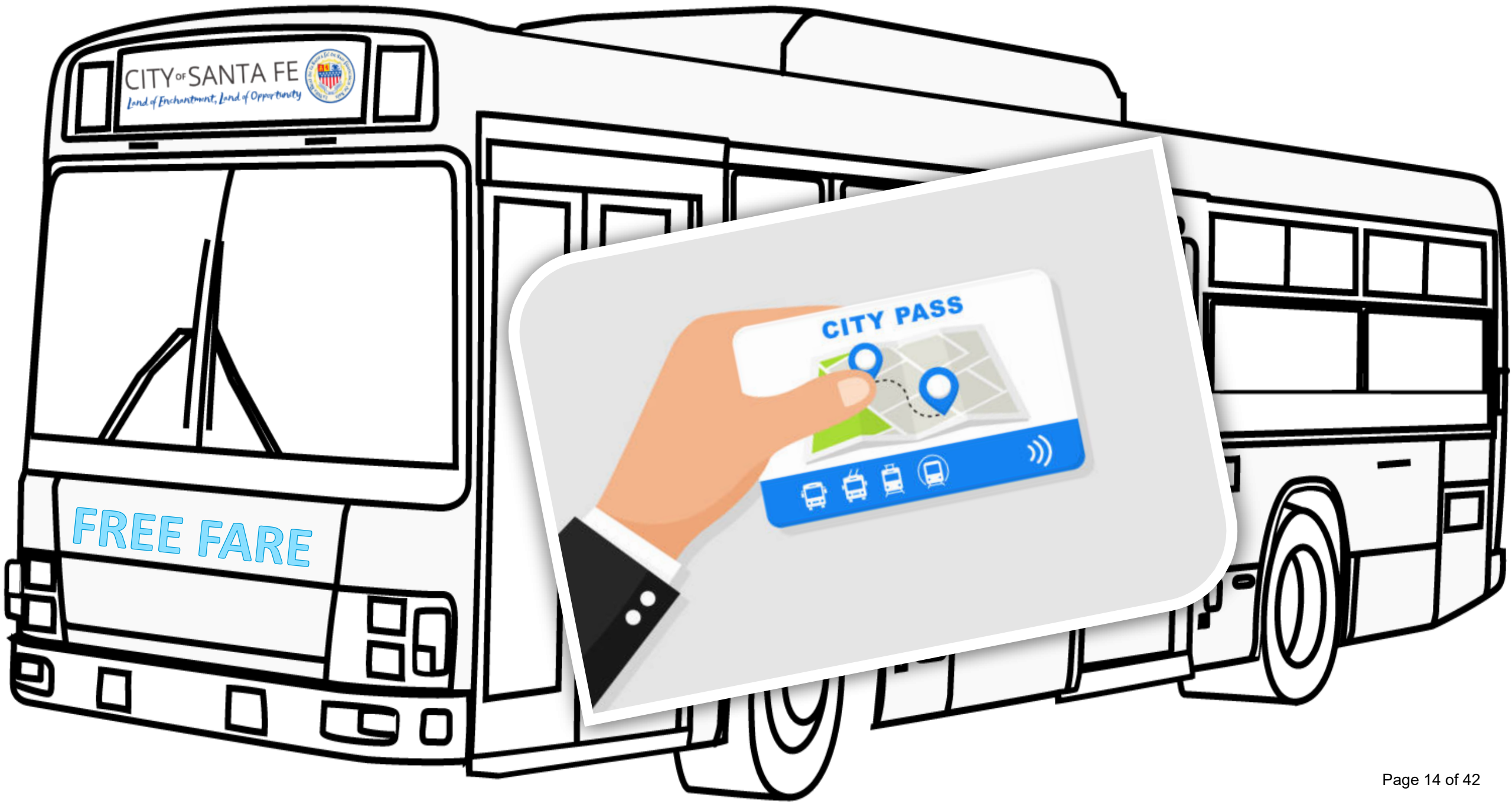
<https://datausa.io/profile/geo/santa-fe-nm/#housing>

AVERAGE COMMUTE TIME IN US

Average commute time	% of Americans
No commute	26%
Less than 15 minutes	24%
15-29 minutes	30%
30-59 minutes	17%
60-119 minutes	4%
120 minutes or more	1%

AVERAGE COMMUTE TIME





Old Town, downtown Portland (Via KGW)

“Although safety and security were significant issues, TriMet’s budget troubles ultimately led to the end of Fareless Square.”

-<https://www.kgw.com/article/news/local/editors-picks/what-was-trimets-fareless-square-and-should-it-come-back/283-451692563>



Tusan, Arizona (Via Pacific Research)

“Bus drivers and riders reported a sharp increase in assaults and general perception of lawlessness on city buses.”[...] “We have become a mobile refuge from the elements, frequented by drug users, the mentally ill and violent offenders that have made Sun Tran unsafe to ride,”

-<https://www.pacificresearch.org/cities-should-think-twice-before-embracing-fare-free-transit/>

Nationally (Via Sustainable America)

Ridership does generally seem to increase, but sometimes at the expense of other challenges like overcrowding as seen in Germany. And while more people are riding, the data is fairly consistent that free fares don’t seem to have an impact on reducing car use, congestion, and emissions. Research in Estonia and elsewhere found that increases in ridership often came from those who would otherwise walk or cycle rather than from drivers. And the high cost of sustaining these programs means it’s tough to find ongoing and long-term funding.

- <https://sustainableamerica.org/blog/should-public-transportation-be-free/>

What is Microtransit?

“Traditional public transit is pretty straightforward.

You have vehicles like buses that pick up passengers at set stops and set times. It's what we call fixed-route and it's what we use to move large numbers of people in cities. This kind of public transit is great and can be very effective. But because it is predicated on the idea of mass, it leaves entire swaths of the population - those living low-density areas or people unable to access stop-based transit - hanging.

Microtransit has emerged as one answer. This method of shared transit uses small-scale vehicles like shuttles, minibuses or even regular cars, to deliver transportation to the public operated on-demand or on a fixed-route model. On-demand microtransit or demand-responsive transit means that vehicles are only dispatched when there is a ride request. ”

The Benefits of Micro-Transit

- **Cost-effective:** Alternative to fixed route service on low performing routes or during off peak hours. Congestion, potential accidents, repair costs, & insurance rates are all less than Large buses (costs: shuttle < bus);
- **Increase service coverage:** Allows agencies to reach areas that their fixed route buses may not accommodate, without having to dedicate regular service
- **Flexible service:** Accommodates riders whose schedules may not fit into fixed route service timings (shift workers/those who work during off-peak hours)
- **Equitable & Economical:** Provide inclusive service and maximize use of resources by facilitating ADA ridership and conventional riders travelling together in the same vehicles
- **Efficient:** Pick up and drop off riders at common locations and stops, reducing travel times
- **Route modification** would lead to more sustainable work hours and battle driver fatigue



WHAT DOES TRIPMASTER OFFER?

TripMaster NEMT software offers the following:

- Automated Scheduling and Route Optimization
- Dispatch and Reservation Management
- Intuitive Driver App
- GPS Vehicle Tracking (AVL)
- Google Maps
- API Integrations
- Rider Portal
- Digital Fare Collection
- Reporting and Billing
- Voice and Text Reminders
- Vehicle Maintenance Module
- Live-Streaming Camera Solution
- ETA and Where's My Ride
- Credit/Debit Card Processing

11:18

18230

09:50 Dropoff Nick Swisher a day ago

Senior Center - 1420 Forest Ave
Portland, ME, 04103
(910)512-0624
Tap for details SEE ON MAP

10:01 Pickup Derek Platow a day ago

Home - 46 Terminal St Suite L16
Westbrook, ME, 04092
(910)512-0624
Tap for details SEE ON MAP

← BACK Perform Job

Dropoff - Nick Swisher

Senior Center - 1420 Forest Ave
Portland, ME, 04103
(910)512-0624
Account: Gen Pub

Odometer 18230 - +

Audit

Start Date 06/02/2022 End Date 06/02/2022

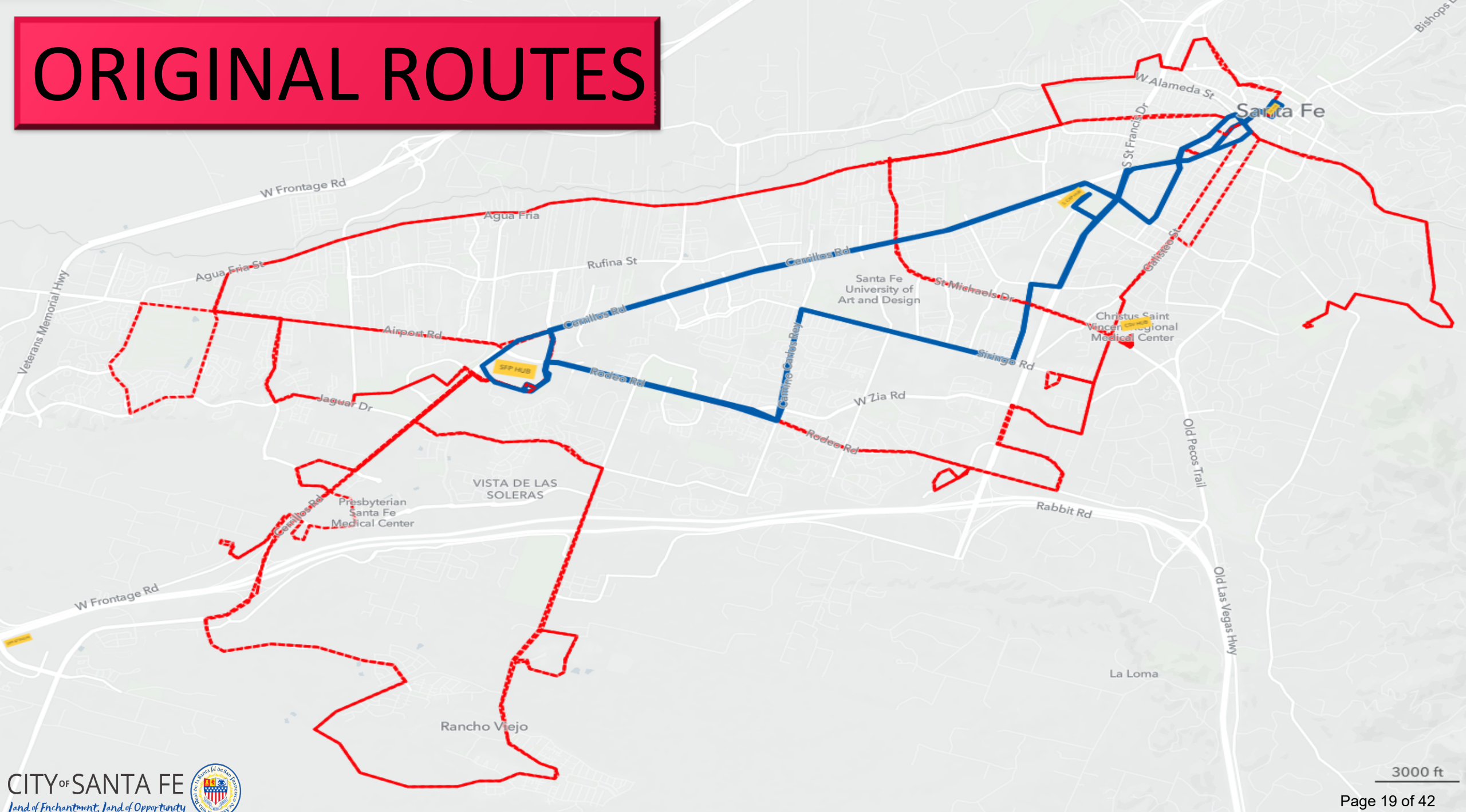
Audit Type: Rides Missing Direct Mileage

- Rides Missing Direct Mileage
- Rides Missing Authorization Number
- Rides Missing BZone
- Unreconciled Trips/Rides
- Driver Times
- Passenger Times
- Passenger Odometer Readings
- Vehicle Trip Time Readings
- Vehicle Trip Odometer Readings

Audit

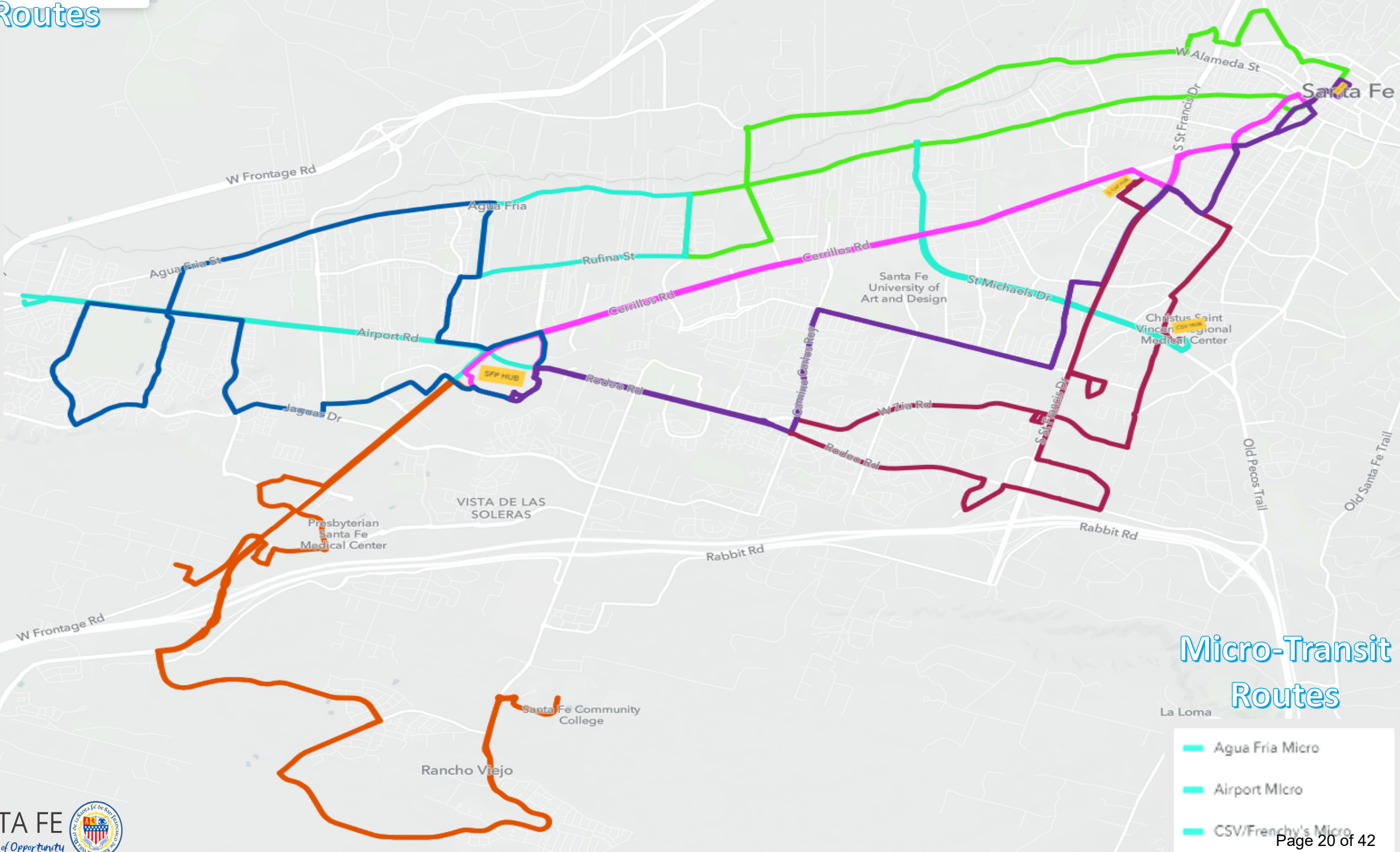


ORIGINAL ROUTES



Fixed Routes

- RT 2
- RT 4
- RT 5
- RT 5 B
- RT 6
- RT 6 B
- RT 22
- RT 24
- RT 24 B



Micro-Transit Routes

- Agua Fria Micro
- Airport Micro
- CSV/Frenchy's Micro



W. Alameda from Siler to Alire
2.6 miles

Siler to Rufina
1.7 miles

W. Airport Rd from Oliver to Aqua Fria
.5 of a mile

ZIA Rd including Zia Rail Station
2 miles

★ Population	~1,700
★ % of people in poverty	~23%
★ % of people who are non-White or of Hispanic / Latino origin	~68%

W. Alameda from Siler to Alire

ALL STATS	2.6 miles	i
☆ Population (Census 2020)	~1,800	
☆ Jobs (work)	~100	
☆ % of people who are non-White or of Hispanic / Latino origin (Census 2020)	~47%	
☆ % of households that are car free	~5%	
☆ % of people living with a disability	~14%	

★ Population	~1,100
★ % of people in poverty	~16%
★ % of people who are non-White or of Hispanic / Latino origin	~80%

W. Airport Rd from Oliver to Aqua Fria

ALL STATS	.5 of a mile	i
☆ Population (Census 2020)	~1,900	
☆ Jobs (work)	~200	
☆ % of people who are non-White or of Hispanic / Latino origin (Census 2020)	~76%	
☆ % of households that are car free	~1%	
☆ % of people living with a disability	~10%	

★ Population	~2,400
★ % of people in poverty	~11%
★ % of people who are non-White or of Hispanic / Latino origin	~76%

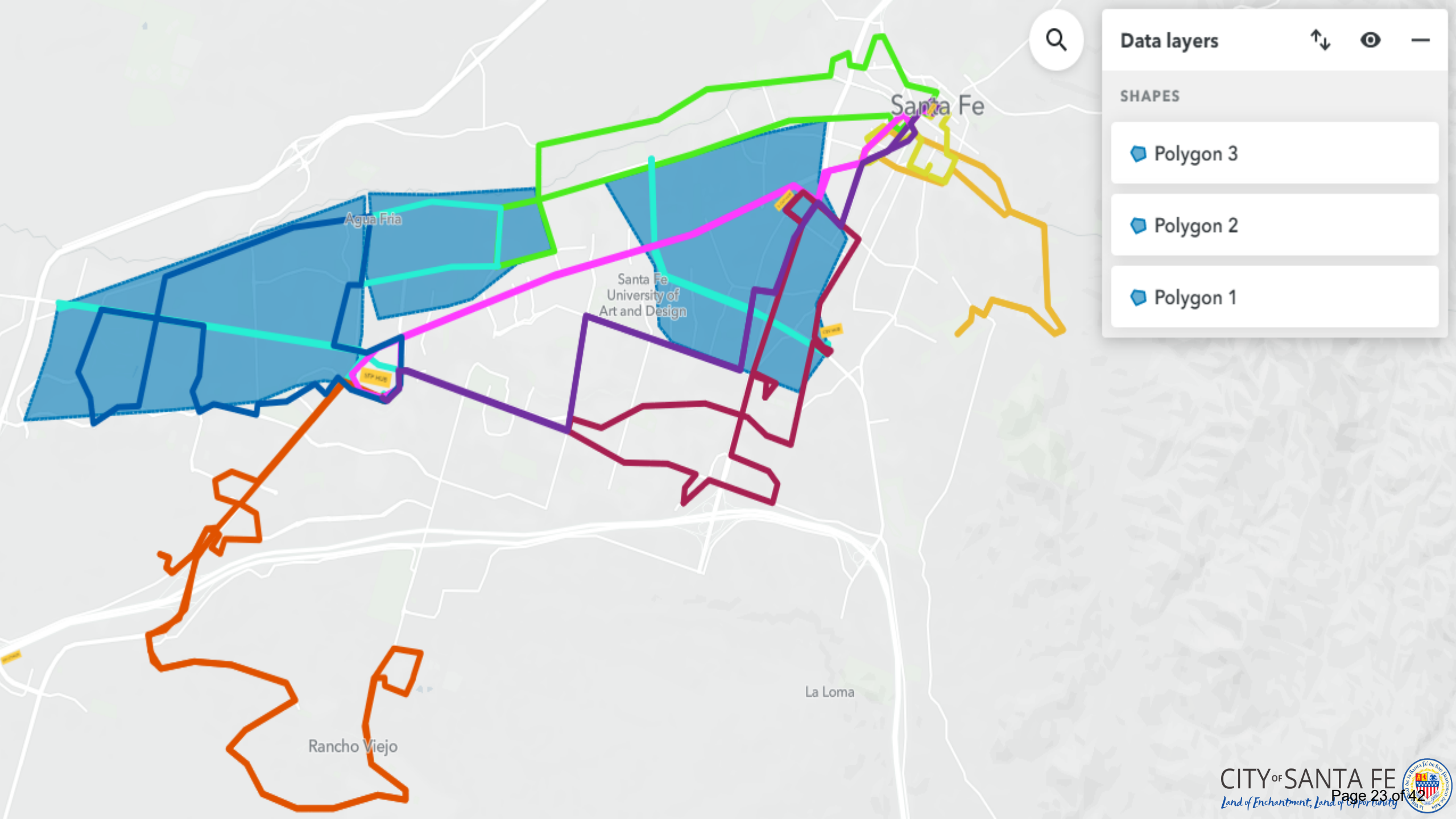
Siler to Rufina

ALL STATS	1.7 miles	i
☆ Population (Census 2020)	~2,200	
☆ Jobs (work)	~1,000	
☆ % of people who are non-White or of Hispanic / Latino origin (Census 2020)	~84%	
☆ % of households that are car free	~7%	
☆ % of people living with a disability	~17%	

★ Population	~2,500
★ % of people in poverty	~4%
★ % of people who are non-White or of Hispanic / Latino origin	~56%

ZIA Rd including Zia Rail Station

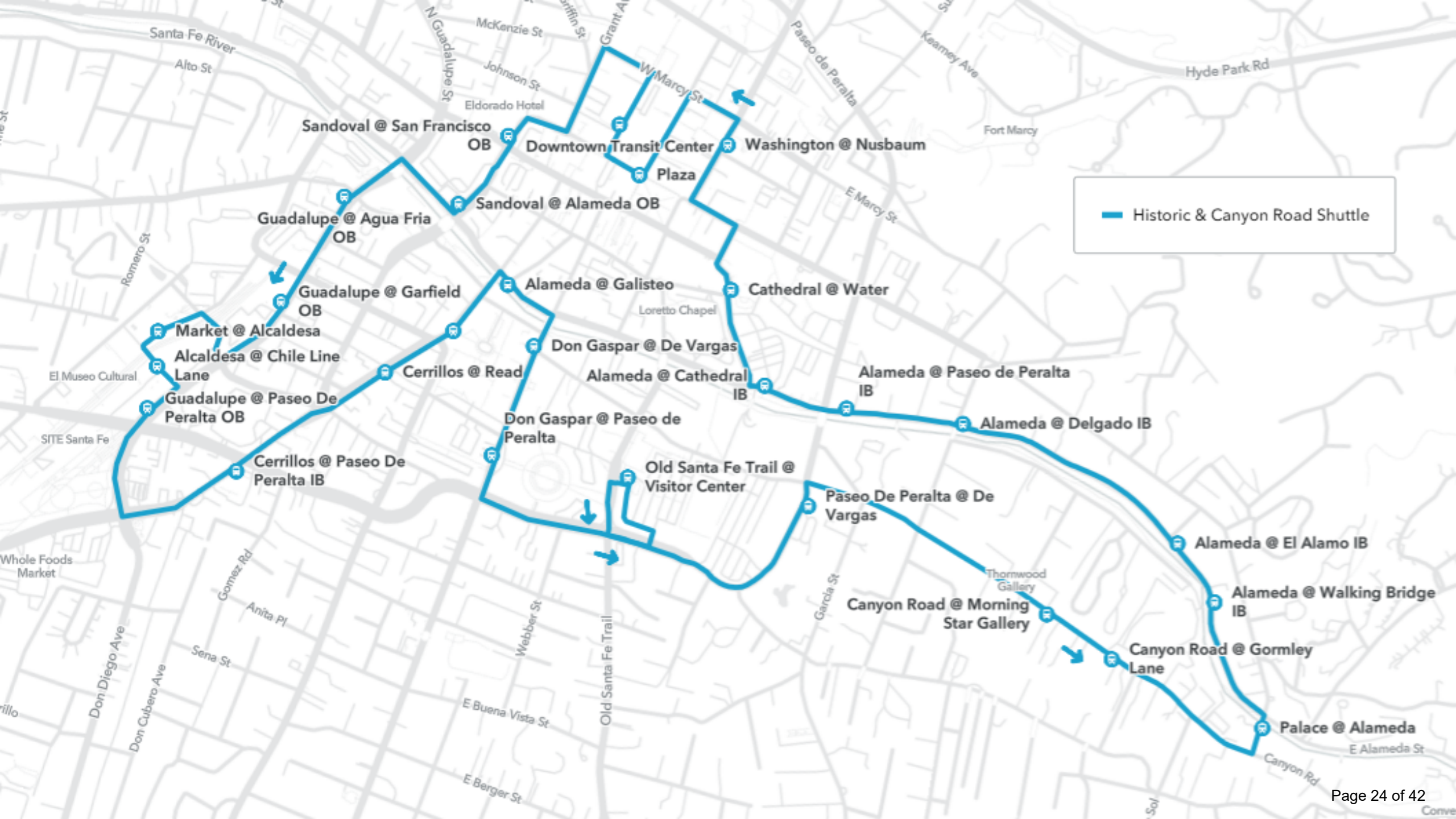
ALL STATS	2 miles	i
☆ Population (Census 2020)	~2,500	
☆ Jobs (work)	~300	
☆ % of people who are non-White or of Hispanic / Latino origin (Census 2020)	~52%	
☆ % of households that are car free	~1%	
☆ % of people living with a disability	~15%	



Data layers ↑↓ 🔍 -

SHAPES

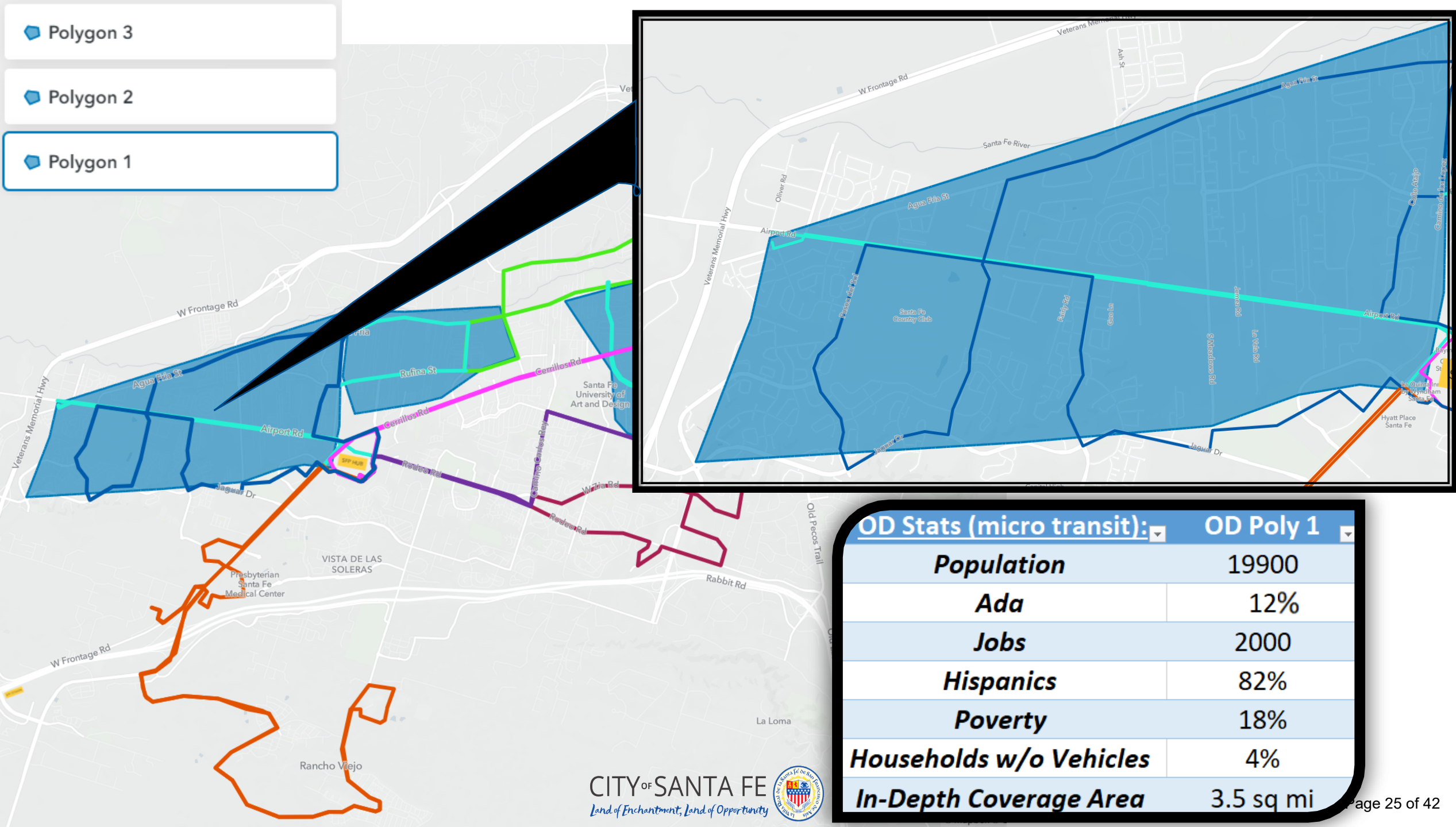
- ▣ Polygon 3
- ▣ Polygon 2
- ▣ Polygon 1



Polygon 3

Polygon 2

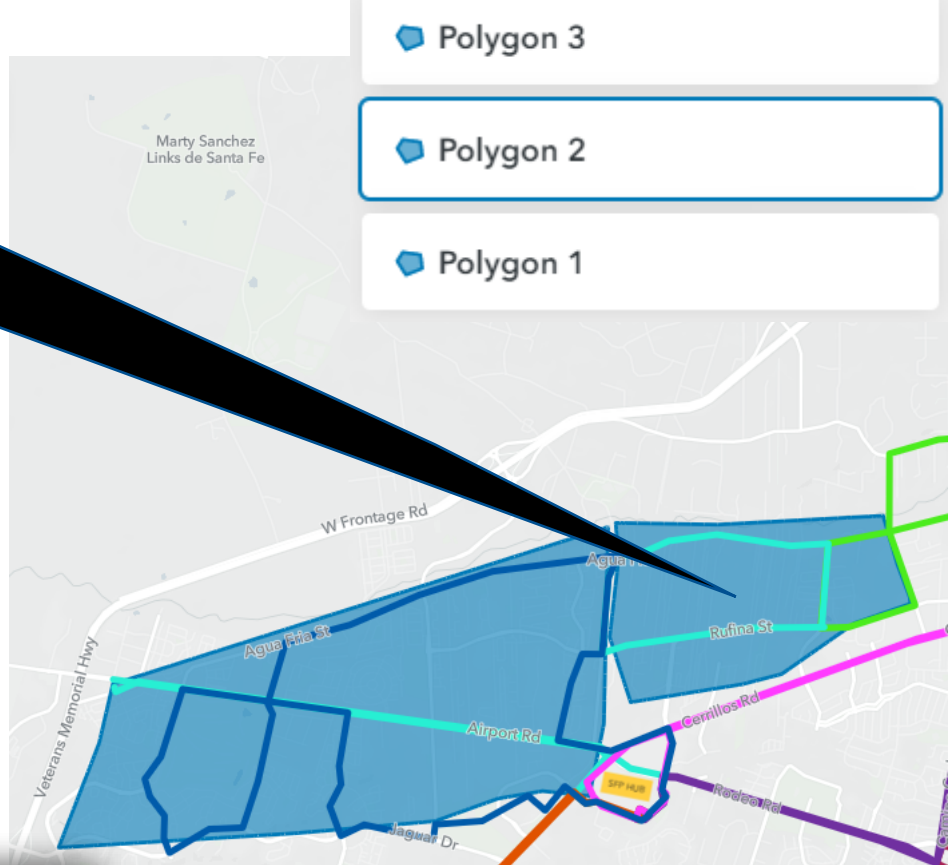
Polygon 1



OD Stats (micro transit): **OD Poly 1**

Population	19900
Ada	12%
Jobs	2000
Hispanics	82%
Poverty	18%
Households w/o Vehicles	4%
In-Depth Coverage Area	3.5 sq mi



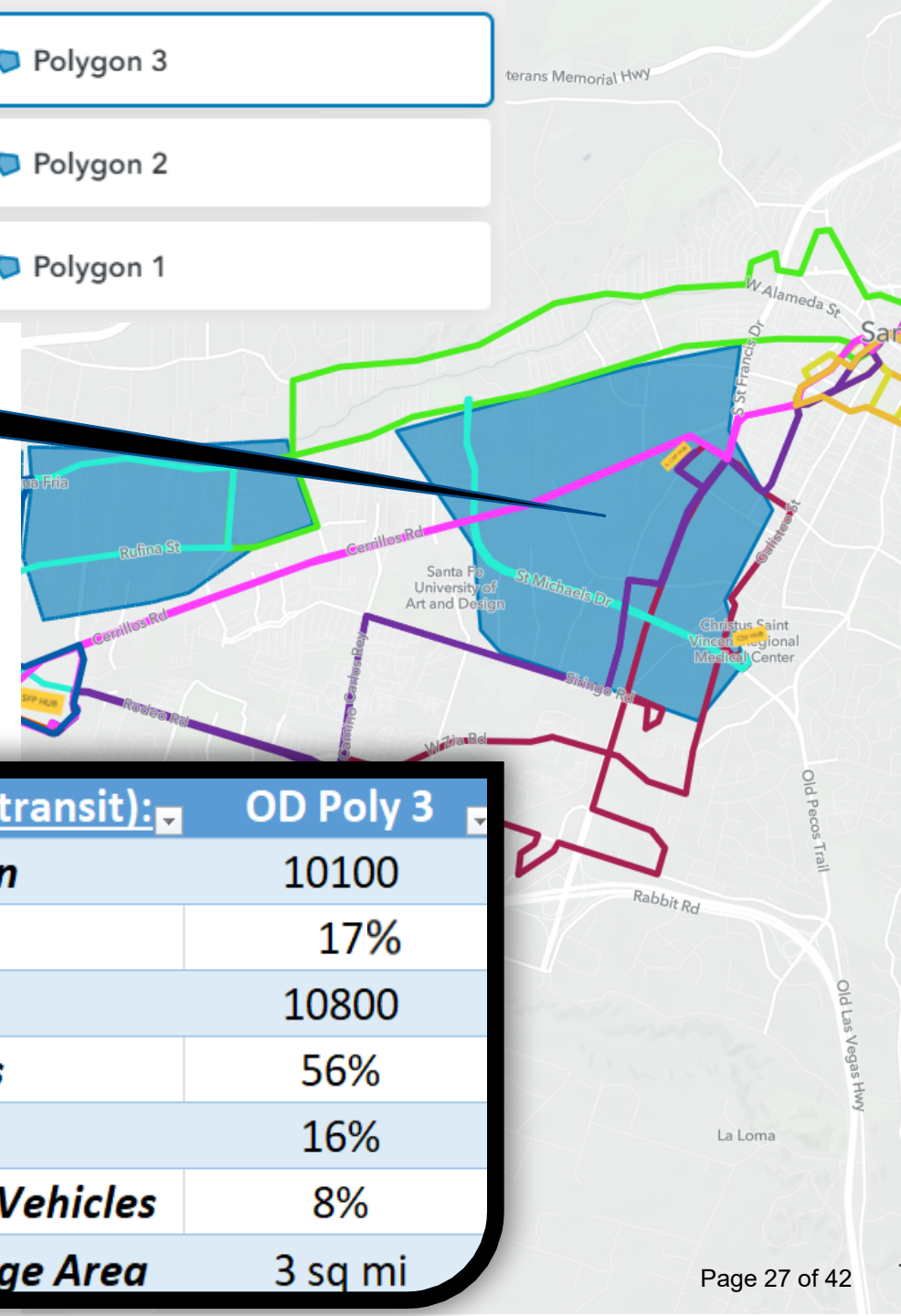


OD Stats (micro transit):		OD Poly 2
Population		3900
Ada		17%
Jobs		1400
Hispanics		79%
Poverty		17%
Households w/o Vehicles		7%
In-Depth Coverage Area		1 sq mi





- Polygon 3
- Polygon 2
- Polygon 1

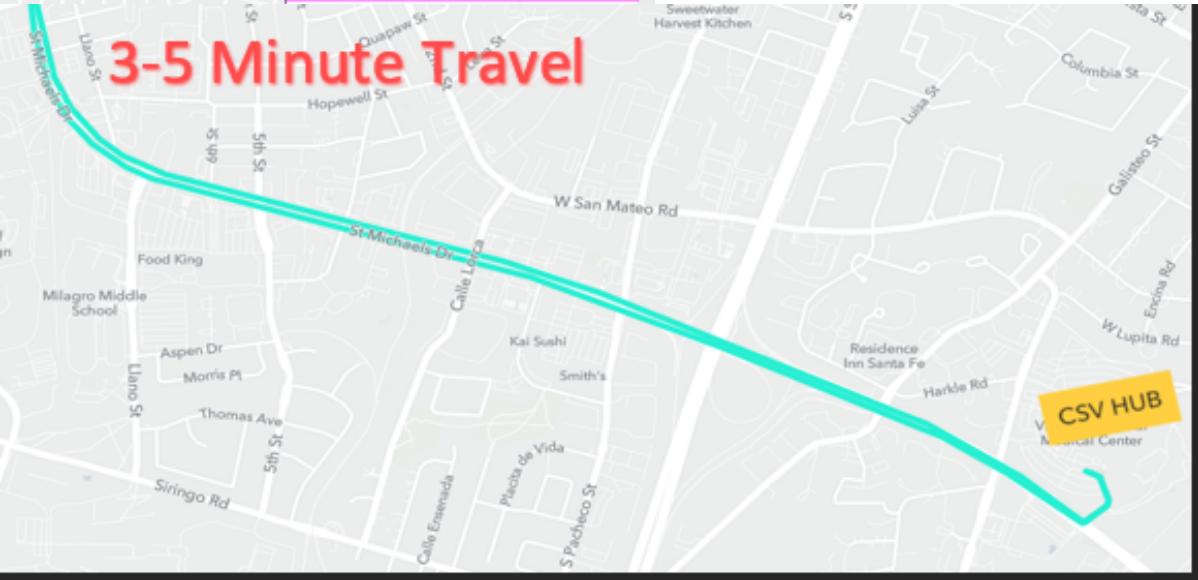
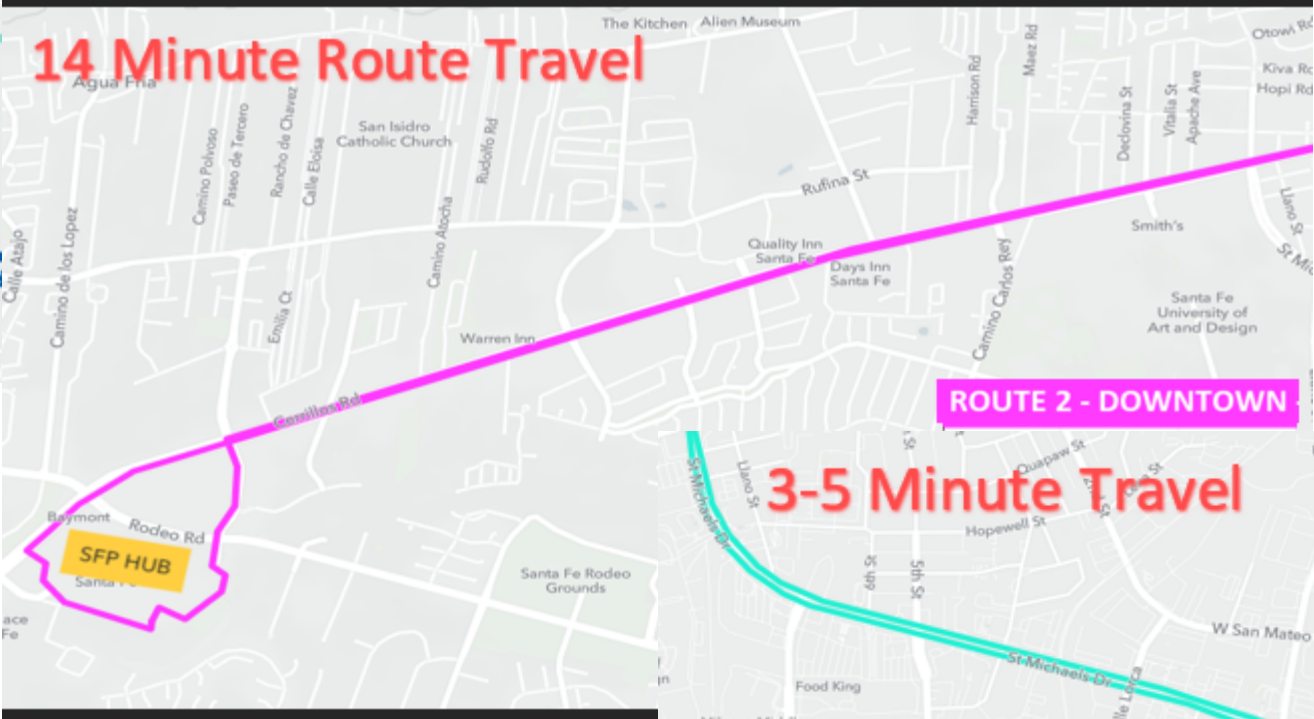
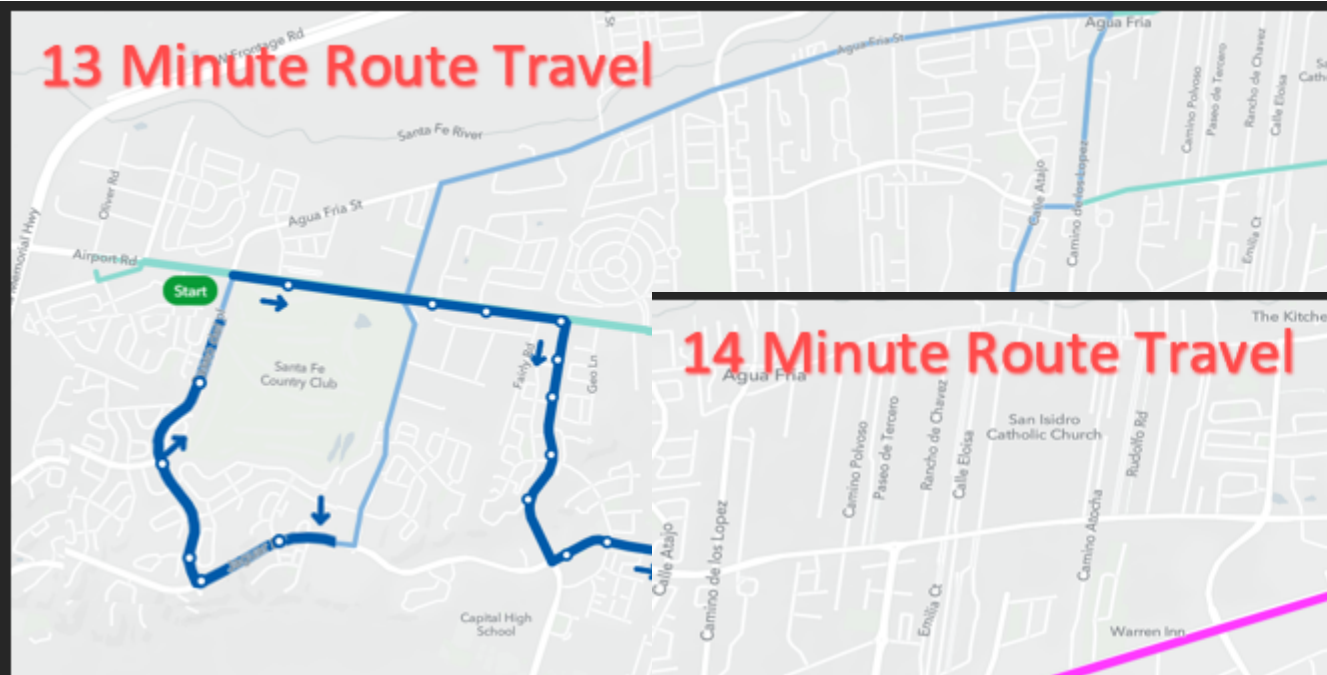


OD Stats (micro transit):		OD Poly 3
Population		10100
Ada		17%
Jobs		10800
Hispanics		56%
Poverty		16%
Households w/o Vehicles		8%
In-Depth Coverage Area		3 sq mi

Micro Transit Operation Statistics w/ OD Services

MICRO TRANSIT	POLY1	POLY 2	POLY 3	
POPULATION	19900	3900	10100	
ADA	12%	17%	17%	
JOBS	200	1400	10800	14200 ↑ 20%
POVERTY	18%	17%	16%	
HOUSEHOLDS W/O VEHICLE	4%	7%	8%	
IN-DEPTH COVERAGE AREA	3.5 SQ. MI.	1 SQ. MI.	3 SQ. MI.	7.5 SQ. MI. ↑ 12%

Example # 2



30-32 Minute Total Travel Time

CITY OF SANTA FE
DOMESTIC VIOLENCE
RESPONSE

EXPANDING IMPACT, DEEPENING COLLABORATION
LEILA KELLY & SANDY EMORY

2026

PRESENTED TO THE HUMAN SERVICES COMMITTEE

OVERVIEW / AGENDA

01 History of the Work

02 Santa Fe County Landscape Analysis

03 Santa Fe Police Department Domestic Violence Response Team

04 Strangulation Task Force

05 Domestic Violence Case Management Trainings

06 City/County MOU

HISTORY

Community leaders came together in 2019 pressuring the city and county to do something about community violence

- ✦ Grassroots efforts ensued as the community took lead in responding to acts of violence
- ✦ City commitment to a needs assessment
- ✦ Development of a Strategic Plan (2022-2027)
- ✦ Dedication of \$1 million to Community Violence Prevention/Intervention through ARPA funding
- ✦ Initial funding has been leveraged into \$2 million dollars for project implementation from state and federal resources.

LANDSCAPE ANALYSIS KEY TAKEAWAYS

- Santa Fe County demonstrates its strongest capacity within crisis response, particularly in law enforcement, dispatch, and behavioral health crisis services.
- System capacity drops sharply after crisis, especially in stabilization, intervention, and prevention.
- Accountability programming is limited and narrowly structured, with insufficient options matched to varying levels of risk, readiness, and need.
- Prevention is the least developed stage of the system.
- Equity and access depend heavily on individual workers and informal workarounds.
- Data collection and accountability are fragmented.

LANDSCAPE ANALYSIS DATA HIGHLIGHTS

43–50% identified 911/law enforcement as the primary initial contact point.

73% of service providers reported they occasionally/frequently provide DV-related services because DV was disclosed during engagement for health care, housing, behavioral health, or substance use treatment.

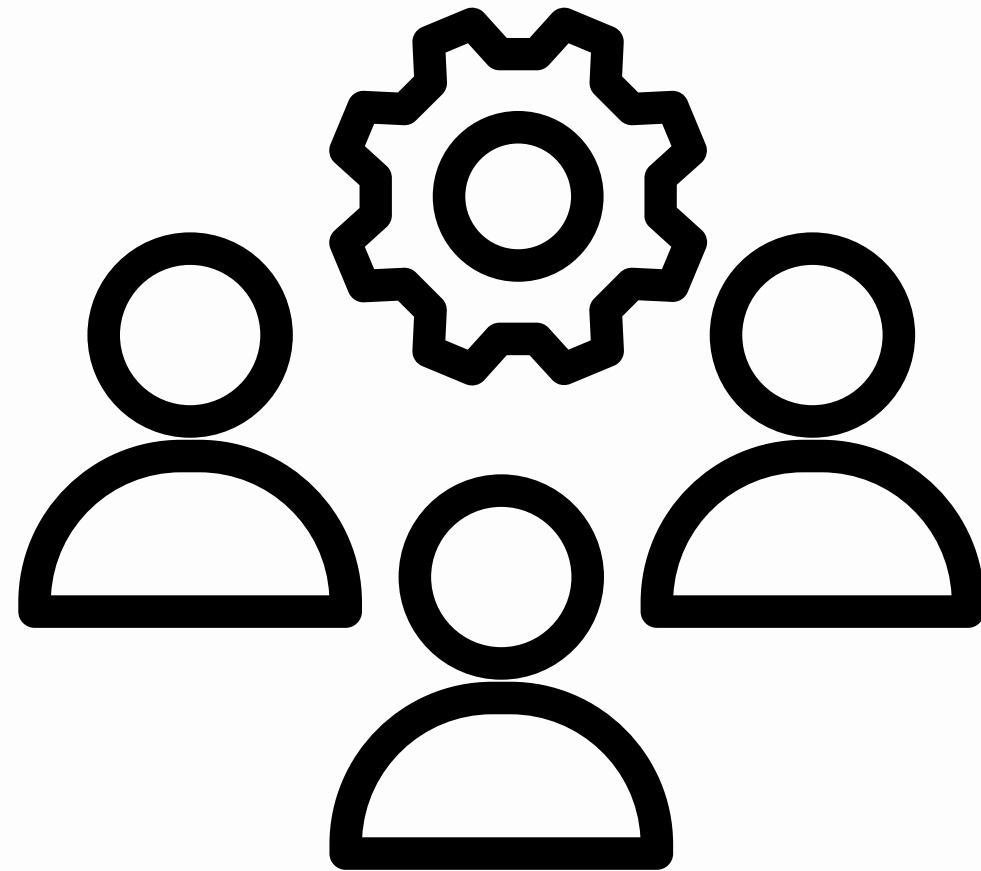
21–29% identified hospitals/ED as a DV identification point (screening/referral)

61% cited turnover/loss of partner staff as the primary collaboration challenge

43–50% of organizations reported providing or connecting individuals to stabilization supports within days of a crisis (housing placement, safety planning, case management)

7% of organizations identified culturally grounded or community-based prevention supports.

DV RESPONSE TEAM:



A trauma-informed bridge at the crisis point

Re-established: March 2025 as a partnership between SFPD + Community Health & Safety (now Community Services Department)

Created the DV Response Specialist Role that conducts lethality assessment and safety plans with survivors after law enforcement engagement

Funded by: NM CVRC

Partners: Esperanza Shelter, DA's Office, Christus St. Vincent
Expansion: DV Coordinator (In Development)

- Track cases + service referrals system-wide
- Support long-term data and coordination

STRANGULATION TASK FORCE

Launched in April 2025 | Monthly meetings with cross-sector participants

Top 3 Priorities:

1. Information Sharing
2. DV Forensic Nursing
3. Childcare for survivors during service/legal appointments

Wins so far:

- DVRS role providing time-sensitive info to FJDA's office
- Frequent meetings improving relationships + resource navigation
- Mobile Crisis identified as follow-up responder after DV calls



Challenges:

- Tech system integration between partners
- Forensic nursing program development

DOMESTIC VIOLENCE CASE MANAGEMENT TRAINING

In Our Hands Training Series

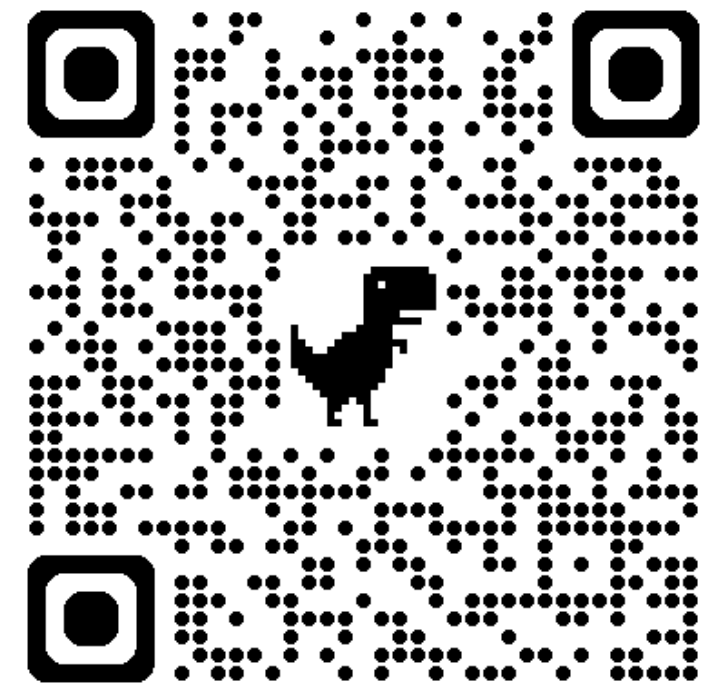
- Grounded in the belief that everyone plays a role in responding to relational violence
- Audience: Community members, peer providers (CPSW), advocates, case managers, direct service staff

Core Offerings (Monthly)

- Foundations: Understanding relational violence
- Deep Dives: Risk assessment, safety planning, stages of change, system navigation, client complexity, stabilization, accountability

Why It Matters

- Builds shared language and practical skills
- Strengthens trauma-informed, survivor-centered responses
- Addresses gaps in case management and long-term support



REGISTER FOR
TRAININGS
HERE!

CITY/COUNTY DOMESTIC VIOLENCE MOU (IN PROGRESS)

Strengthening coordinated, cross-system response

- Formal partnership between City and County agencies
- Establishes shared roles, responsibilities, and communication protocols
- Promotes coordinated, trauma-informed response to domestic violence

Key Focus Areas

- Information sharing and collaboration across systems
- Alignment of response between law enforcement, courts, and service providers
- Improved continuity of care for survivors



CLOSING

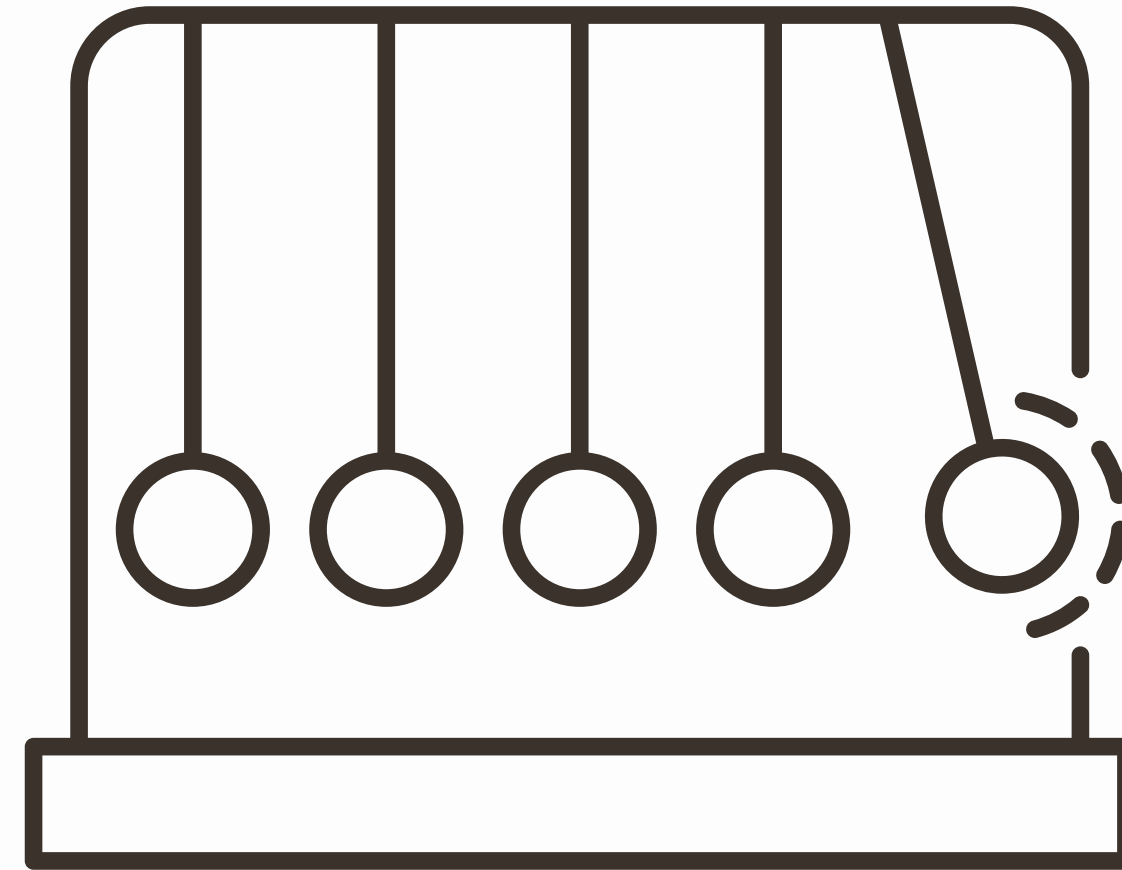
We've built momentum... now we need to sustain it.

Sustain and expand current initiatives

- Deepen cross-system collaboration
- Invest in training, coordination, and data-informed strategies

Moving Forward

- Align resources with identified gaps
- Support new and existing roles
- Maintain shared commitment to survivor-centered, accountable systems



Together

*We are building a more coordinated, effective response
to domestic violence*

From: [BAKER, NICOLE P.](#)
Cc: [HERNANDEZ, CHRISTA](#)
Subject: Thank you! Site Visit Recap
Date: Wednesday, April 15, 2026 1:46:22 PM
Attachments: [image001.png](#)
[image002.png](#)

Good afternoon,

Thank you so much for welcoming the Human Services Committee and City of Santa Fe staff earlier this week. We truly enjoyed meeting with each member of your team and are excited to hear that you are close to having your nonprofit status reinstated. We know you are looking forward to this, and we are, too.

We learned from our meeting that Esperanza has taken many steps to ensure proactiveness in preventing future challenges to your nonprofit status. Some of these items include:

- Rebuilt oversight process that includes calendar scheduling/reminders to ensure awareness of upcoming tax deadlines
- Active board oversight of financial processes
- Contracting an accountant to assist in reconciliation of prior budgets and processing of taxes as needed to be in compliance with tax reporting requirements, filing extensions as needed
- Monthly team expense reconciliation, referencing bank statements and recorded checks
- Encoding process changes into standing policies and procedures

We also enjoyed getting an opportunity to better understand your services, populations served, and ongoing challenges as they relate to staffing and funding opportunities. We are hopeful we will continue to be partners in addressing some of these challenges.

From our meeting we identified some follow up items:

- Please notify Christa Hernandez as soon as the two final 990s and pending 990 are submitted, along with the 1023
- As audits are completed, please provide copies of the 990s and respective audits to Christa Hernandez, to be distributed to the Human Services Committee for review
- Notify Christa Hernandez immediately on receipt of nonprofit status reinstatement

We are so grateful for all the work that your organization is doing in Santa Fe. Please do not hesitate to reach out with any questions or concerns. We are here to help.

Kind regards,

Nikki Baker

Youth and Family Services Project Administrator

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CITY OF SANTA FE



COMMUNITY
is our Greatest Resource